

Figure 1

ONLINE CALL MANAGEMENT METHOD LAUNCHES DURING INTERNET DIAL-
UP LAUNCH

↓
SUBSCRIBER TELEPHONE SERVICE FORWARDS TO APPLICATION SERVER -32

↓
INCOMING CALL MADE AND RECEIVED AT APPLICATION SERVER -34

↓
SCREEN VIEWABLE MESSAGE SENT TO SUBSCRIBER VIA INTERNET -36
INCLUDING

↓
AVAILABLE CALLING STATION IDENTIFICATION INFORMATION -38

AND

↓
A QUERY TO THE SUBSCRIBER FROM A LIST OF DISPOSITION OPTIONS -40

ANSWERING THE TELEPHONE CALL OVER THE DATA NETWORK -42

ANSWERING THE TELEPHONE CALL USING A PUBLIC SWITCHED
NETWORK -44

IGNORING THE TELEPHONE CALL -46

SENDING THE TELEPHONE CALL TO A VOICEMAIL SYSTEM -48

FORWARDING THE TELEPHONE CALL TO A DIFFERENT -50
TELEPHONE NUMBER

PLAYING AN ANNOUNCEMENT TO THE CALLING STATION -52

PLACING THE CALLING STATION ON HOLD -54

ADDING THE CALLING STATION TO A CONFERENCE CALL -56
BRIDGE

HANGING UP THE TELEPHONE CALL -58

RECEIVING A DECISION FROM THE SUBSCRIBER CHOOSING AT LEAST ONE -60
CALL DISPOSITION OPTION;

↓
PERFORMING RESPECTIVE ACTION ACCORDING TO THE CALL DISPOSITION -62
OPTION.

Figure 1

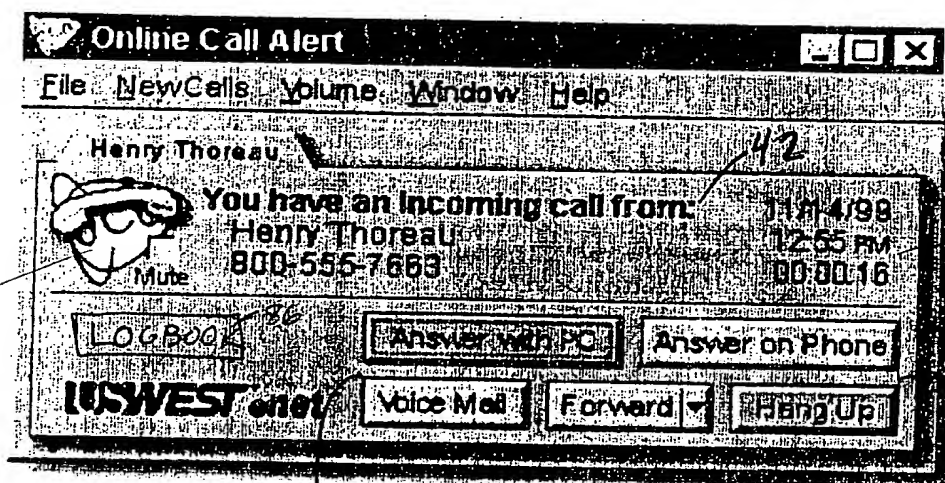
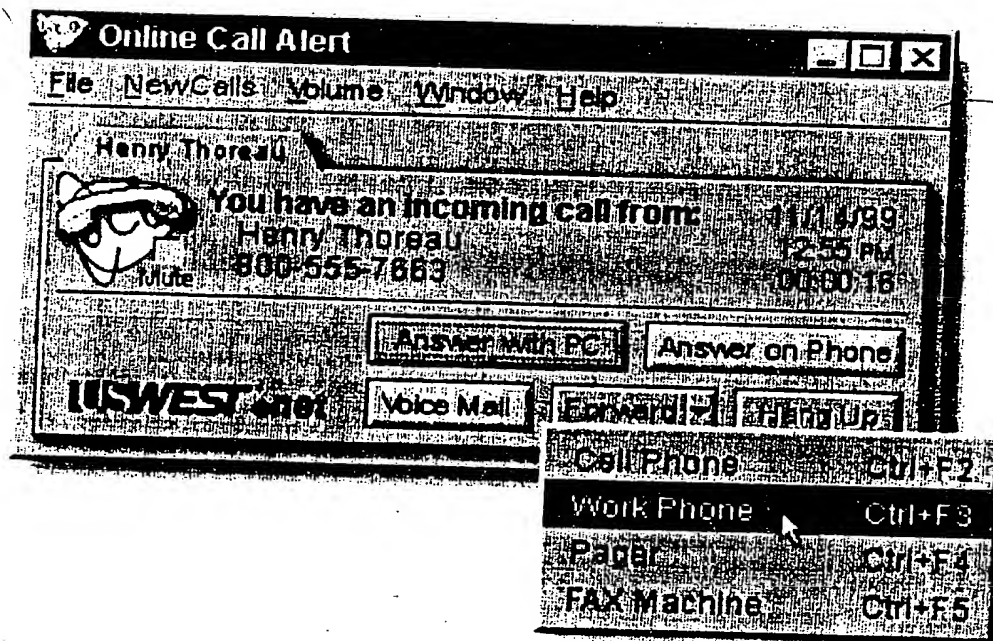


Fig 3



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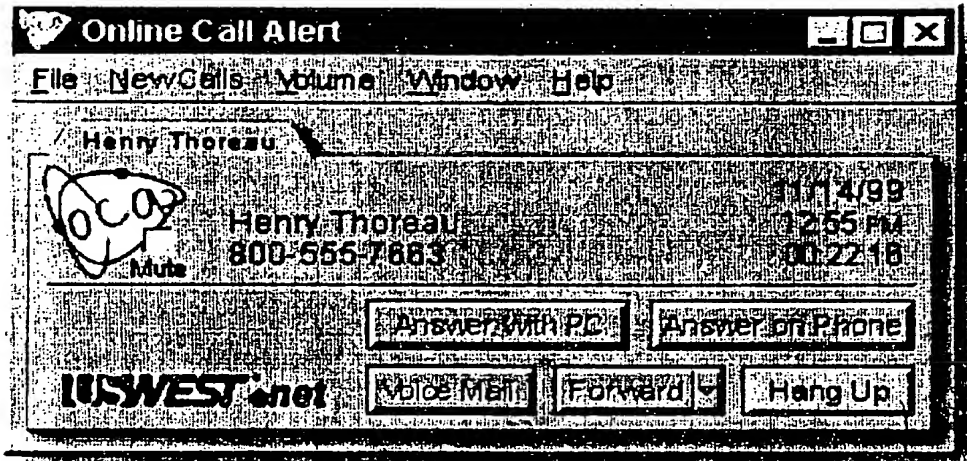


FIG 5

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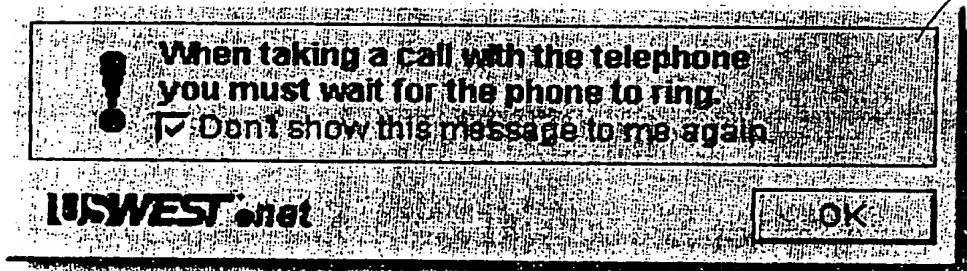
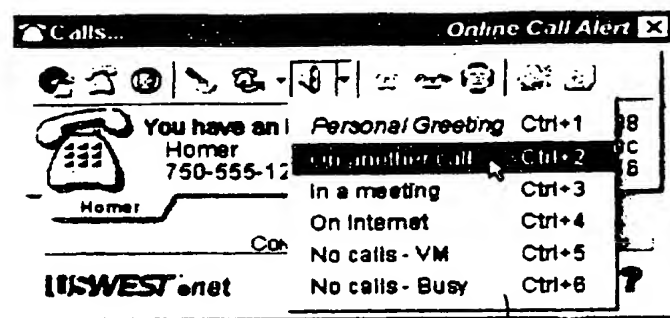


FIG 6



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FIG 7

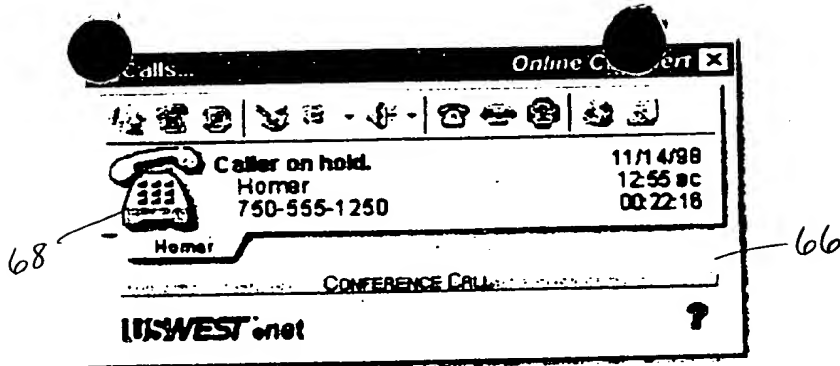


FIG 8

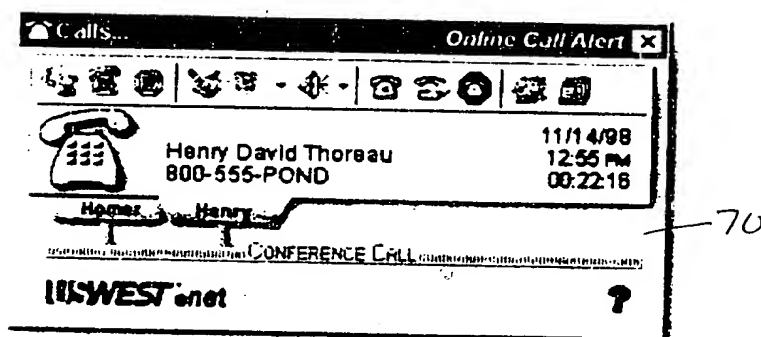


FIG 9

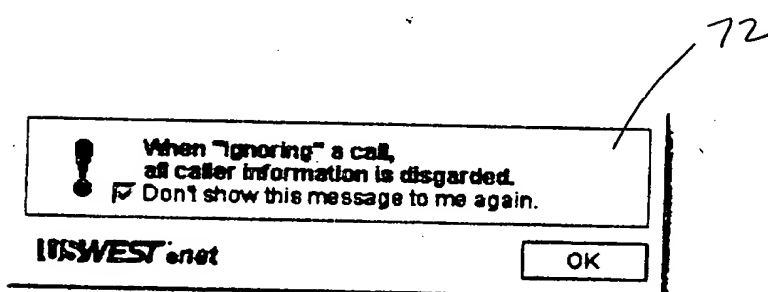


FIG 10

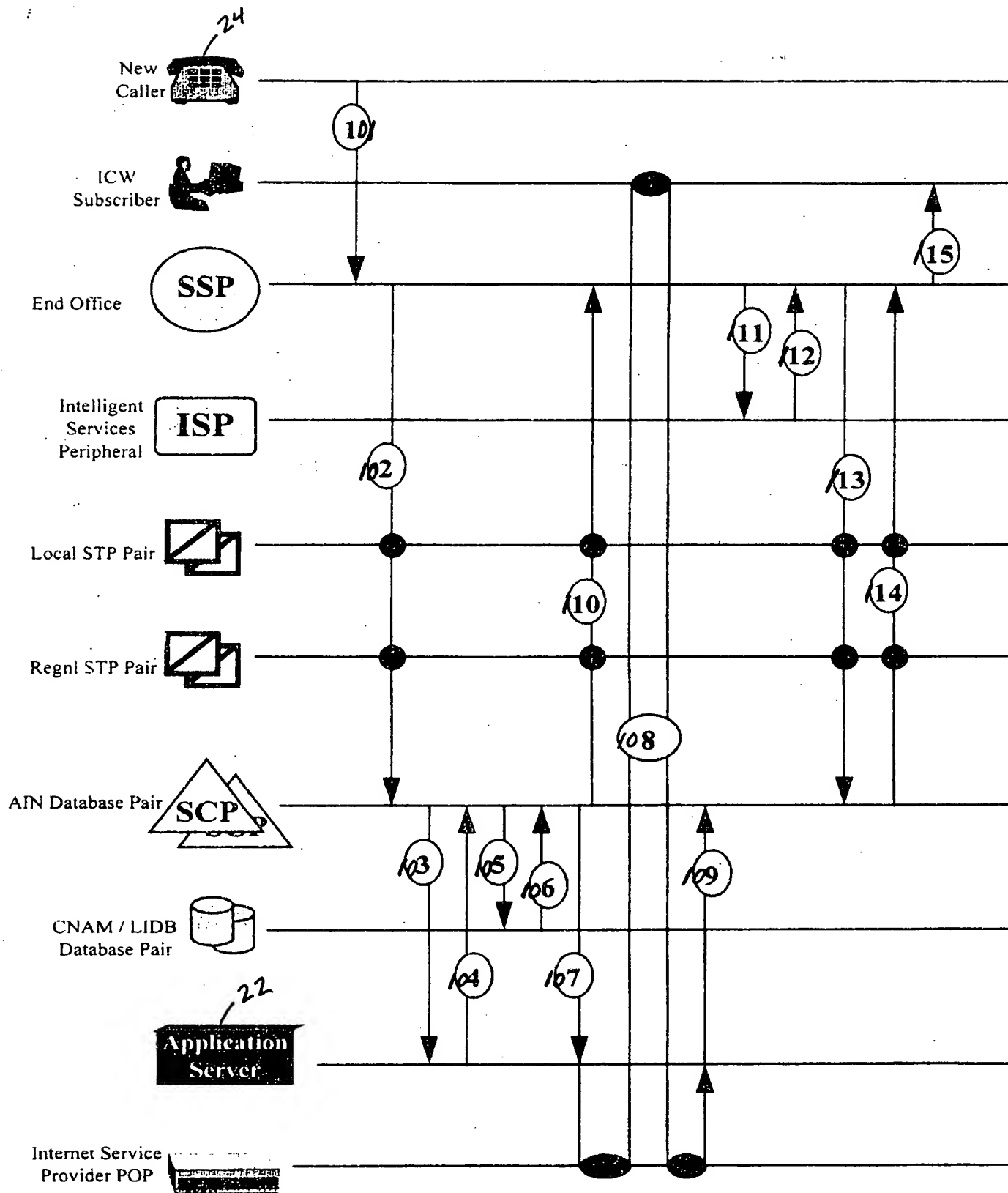


FIGURE 12

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